

Why are you here?

To do this job well you need to love making people feel great. You'll be assisting with the smooth-running of the salon – you are the oil on our cogs! Though some of the tasks you carry out might be small or un-glamorous they make a huge difference to the salon experience for our lovely customers. As such, you need to maintain the highest of standards in your conduct and appearance:

Who looks after you?

Everyone in the salon needs your help, but you are responsible to the Salon Manager or Floor Manager.

What do you do?

1. Cleanliness is really important in a hair salon, so you'll be sweeping, cleaning and polishing constantly.
2. We use hundreds of towels a week which all need washing and drying.
3. You'll be meeting and greeting our clients with a big cheesy smile, as well as gowning and preparing them for hair services.
4. You will shampoo and condition hair with our professional products, and tell customers what you are using and why.
5. You will make sure our customers are comfortable with refreshments and magazines.
6. When they are ready to leave, you'll be accurately taking payments and arranging future appointments.
7. You'll be answering the phone and dealing with customer enquiries where you can.

What training will you get?

1. We'll give you the necessary health and safety training to carry out your job effectively.
2. We'll give you the product knowledge training to give a good shampoo service.
3. We'll show you the massage techniques you need for hair and scalp.
4. You'll be taught our procedures for dealing with customers and answering the phone.
5. We'll train you on our computer system.

What experience do you need?

You don't really need any experience, though it's important that you can smile and look after our customers in a friendly way. You have to be happy to be physically close to people. You'll need a really positive attitude and be keen to help. We'll be asking a lot of you and it's important that you are disciplined enough to keep working hard. Hopefully you aren't scared of using computers!

You're image and appearance

1. You are representing Bravo. As such you have to look the part! That means making sure you work clothes are clean and appropriate. All of our assistants wear black. Obviously your hair must be clean and styled and your make-up must be appropriate. You will be working in close contact with our customers, so personal hygiene is really important.
2. If we ask you to take part in any training or promotions outside the salon, the same rules apply.

How you behave at work

- 1.** Your hours of work and breaks will be made clear to you in your induction. We are happy to be flexible if you discuss it in advance. Lateness and skiving make us cross!
- 2.** Be loyal to the salon, staff and management at all times. We treat all our staff with dignity and respect and we expect the same from you.
- 3.** We expect our customers to regularly spend their hard-earned money on our services – they only do so if they enjoy their visit. All clients must be treated like royalty!
- 4.** The way you act outside work is important too – don't do anything that might make us ashamed.

Where can you go from here?

There is no automatic promotion from Salon Assistant. However priority is given to existing staff when recruiting for other positions.

Pay

National minimum wage. All wages are paid four-weekly by credit transfer. Tips are added to your wages and are taxed accordingly. Sorry – it's the law!